

CODE: 1881
FLSA: NON-EXEMPT
GRADE: 6

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: SECRETARY/ADMINISTRATIVE ASSISTANT
WATER AND SEWER DIVISION
PUBLIC WORKS DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs a variety of secretarial and administrative work to support activities of the programs of the Water and Sewer Division. Work involves performing a variety of typing, information processing, and clerical tasks. Reports to the Superintendent of Water and Sewer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Performs typing and word processing of reports, correspondence, procedures, memoranda, and other administrative work from oral instructions and copy; performs a variety of word processing, desktop publishing, and other software activities; enters data into computer for automated process.

Maintains various division records and files; establishes and maintains filing systems; prepares files for filing; maintains records of supplies, etc.; tracks and maintains the inventory of supplies; types purchase orders; assists other employees with tasks as needed.

Enters data into the computer; classifies and prepares file jackets; maintains and purges files when appropriate.

Makes standard postings to division, fiscal, or other records according to standard procedures; makes routine arithmetic calculations; issues materials upon request.

Receives and/or reviews various records and report such as work order and invoice.

Prepares and/or processes various records and reports such as memorandums and reports.

Refers to previous updated record, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as copier machine, fax machine, personal computer, etc.

Uses a variety of tools such as computer, printer, copier, etc; a variety of supplies such as paper, inkjet print cartridges, general office supplies, etc.; and a variety of computer software such as Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Outlook, Microsoft PowerPoint, etc.

SECRETARY/ADMINISTRATIVE ASSISTANT

Interacts and communicates with various groups and individuals such as the Superintendent of Water and Sewer, Supervisors, co-workers, and the general public.

ADDITIONAL JOB FUNCTIONS

Answers the telephone when needed.

Helps employees when they need supplies from the file cabinet.

Performs other duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent with one to two years of responsible administrative or clerical experience: or closely related field; or any equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, copiers, calculators, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Work is rated as Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from the Director.

Language Ability: Requires the ability to read a variety of documents, memorandums, reports, etc. Requires the ability to prepare various reports and documents with the proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak to department employees, co-workers and customers with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables; to listen critically to customers and to think creatively for satisfactory solutions and responses.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions. Requires the ability to communicate effectively and efficiently in a variety of technical or professional languages.

SECRETARY/ADMINISTRATIVE ASSISTANT

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; and determine percentages and decimals. Must be able to use practical applications of fractions, percentages, ratio, and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in using automated office equipment; requires ambulatory coordination for field visits.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures, and policies of the Water and Sewer Division of the Public Works Department as they pertain to the performance of the duties of the Secretary/Administrative Assistant. Has knowledge of regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the department and related divisions. Is able to comprehend, interpret and apply regulations, procedures, and related information. Is skilled in secretarial, administrative, organizational, and clerical skills. Has knowledge of modern office practices, procedures, and equipment. Is able to use computers for data processing and records management. Is skilled in the operation of popular office machines, including computer-driven word processing, spreadsheet and file maintenance programs. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Is able to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Has knowledge of and skill in the maintenance of efficient filing systems. Has knowledge of proper English usage, vocabulary, punctuation, and spelling. Has knowledge of basic mathematics. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to maintain confidentiality as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Is able to plan, organize, and prioritize daily assignments and work activities; is able to coordinate special meetings and events as assigned. Is able to offer assistance to fellow employees as necessary. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Is capable of working under stressful conditions as required. Is able to react calmly and quickly in emergency situations.

SECRETARY/ADMINISTRATIVE ASSISTANT

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interface with all Town departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and on time with a minimum of tardiness and absences and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction. Conveys initiative and enthusiasm to others. Anticipates potential problems and needs and recommends or initiates appropriate preventive or corrective action.

Judgment: Exercises analytical judgments in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town and personally demonstrate a cooperative and collegial attitude.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events. Is sensitive to work schedules of others.

SECRETARY/ADMINISTRATIVE ASSISTANT

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.